



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

\$ 2155
41
RECEIVED

JUL 29 2004

Technology Center 2100

Applicants: James J. Crow, Dennis L. Parker

Assignee: Motive, Inc.

Title: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A
DYNAMIC SERVICE POINT MAP

Serial No.: 09/542,273 Filed: April 4, 2000

Examiner: L. Wang Group Art Unit: 2155

Docket No.: MTV0016US

Austin, Texas
July 21, 2004

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated April 19, 2004, having a shortened statutory period expiring on July 19, 2004. Accompanying this response is a petition under 37 C.F.R. § 1.136 for a one-month extension of time, setting a new time for response to August 19, 2004. A Declaration of Prior Invention in the United States pursuant to 37 C.F.R. § 1.131 is filed concurrently herewith to swear behind the cited reference Kurashima et al. U.S. Patent No. 6,694,350.

Further examination and reconsideration are respectfully requested in view of the remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Claims are presented in this paper. A listing of claims begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 8 of this paper.

07/27/2004 KBE:THA1 00000008 502306 09542273

01-FC:1251 110:00-DA